

EL PASO NONPROFIT IMPROVES QUALITY TO MAINTAIN ISO CERTIFICATION

ABOUT XCEED RESOURCES. Since 1977, Xceed Resources has employed individuals with intellectual disabilities and other developmental disabilities to provide industrial and commercial services to the El Paso, Texas community. With a team of over one hundred employees, the nonprofit organization serves the City of El Paso, the State of Texas, and private companies, offering a variety of services, from landscaping to product assembly, packaging, production inspection, and rework. Xceed Resources is one of the first organizations of its type in Texas to obtain ISO 9001 registration.

THE CHALLENGE. Xceed Resources had a basic quality system in place that needed to be aligned with ISO 9001 requirements. The organization achieved ISO certification for the first time in 2009, but needed to obtain a new registration under the ISO 9001:2015 standard. Executive Director Everardo “Eddie” Sanchez contacted the Texas Manufacturing Assistance Center (TMAC), part of the MEP National Network, for assistance. Although the company had successfully passed all of its surveillance audits, most of the new top managers did not have any type of training in ISO 9001.

MEP CENTER'S ROLE. TMAC provided 16 hours of ISO 9001 training to Xceed Resources, and Sanchez and top managers agreed to meet for two hours over the course of five months to update and strengthen their quality system. With help from TMAC, the organization established and implemented a new quality management system that met the ISO 9001:2015 requirements. The company invested in better equipment and scheduled an external audit to apply for the new registration. The improvements increased sales and Xceed Resources is retaining and adding jobs as it continues to maintain and improve its quality system.

"The success story is measured by the happy faces our employees wear every day on the job, their tremendous feeling of satisfaction, their enthusiasm and willingness to change their skills, and the way they burst with pride at having accomplished a task."

-Everardo “Eddie” Sanchez, Executive Director

RESULTS



Increased sales by more than **30%**



Invested **\$50,000** in new equipment



Retained **120** positions and added 15 new employees

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